

## Higher Education Student Complaints Process

### Stage 1 Early Resolution

- Complaint should be made as soon as possible and within **30 days** of the cause of the complaint becoming apparent
- Student contacts the member of staff/course manager directly
- Staff should take immediate action and ensure contact has been made within **10 days**
- A record should be made of complaint, resolution sought and outcome
- Outcome expected normally within **20 days** of the start of the investigation

### Stage 2 Formal Stage

- If the student feels that their complaint has not been resolved at Stage 1 they should email [hequality@ucl Leeds.ac.uk](mailto:hequality@ucl Leeds.ac.uk) within **10 days** of the outcome of stage 1, providing evidence of the Stage 1 process
- The student can expect to receive a response, detailing how the named manager plans to investigate the matter within **10 days**.
- The named manager will undertake an investigation and write to the student detailing their decision
- This should normally be completed within **20 days** of the start of the Stage 2 investigation

### Stage 3 Formal Appeal

- A Formal Appeal can only be made under certain circumstances (Please refer to the Student Guide for information)
- A Formal Appeal should normally be made via email to [hequality@ucl Leeds.ac.uk](mailto:hequality@ucl Leeds.ac.uk) within **10 days** of the outcome of a Stage 2 investigation
- The student can expect to receive a response, detailing the investigation to be undertaken, within **10 days**
- The Dean of Higher Education (or nominated representative) will undertake an investigation and write to the student detailing their decision
- This should normally be completed within **20 days** of the start of the Stage 3 investigation
- In the unlikely event of the student still remaining dissatisfied after Stage 3 they have the right to request a review of the outcome with the Office of Independent Adjudicator (OIA) within 12 months of the notification of outcome of Stage 3